



Central Scheduling System for Charles Cole Memorial Hospital

Overview

There is little unity between facilities in the Charles Cole Memorial Hospital network. Each location acts as its own office instead of being part of a clinic. This causes patients to wait for care at one office when there could be no wait at an office a few miles away. Additionally, co-pays are not consistently collected and insurance verification is not completed in time for the patient's visit.



Objectives

To determine the feasibility of implementing a central scheduling system within Charles Cole. If determined that central scheduling is feasible, a scheduling design will be constructed along with any obstacles Charles Cole will have to overcome. Staffing needs, costs, savings and an implementation plan will be delivered.

Approach

- Staff members were interviewed to generate needs and cost saving areas.
- Observed multiple clinics to evaluate the current scheduling process.
- Requested data on the number of no-shows and appointments throughout the clinic locations.
- Generated a list of improvements that would help a central scheduling department and brainstormed the potential problems and questions that needed to be answered by Charles Cole.
- Analyzed and evaluated the current state of scheduling and other hospital procedures.
- Analyzed the LSS system and different appointment techniques performed by schedulers.
- Requested that the Billing Department conduct a time study on sending and reworking statements.
- Conducted a Small Scale Test, which consisted of time studies of 3 different scheduling scenarios.
- Small Scale challenges were adjusted during testing and new techniques for a central scheduler were recommended.
- Concluded that Central Scheduling was feasible with the addition of proposed ideas that consisted of a central phone system and an LSS messaging system.
- Proposed a new Emergency Department central scheduling flow.
- Call volume was analyzed to conclude that Charles Cole would need 3 central schedulers.
- Data from the Billing department was analyzed to determine the yearly cost savings.

Outcomes

- Charles Cole Memorial Hospital will save \$142,208.19 per year by incorporating a central scheduling department.
- Three central schedulers will be needed to handle the call volume.
- Clinic staff will have more time to perform their daily tasks.
- Patients will have the option of choosing to make an appointment at any clinic.
- Patients will have the convenience of having an appointment booked prior to being discharged from the ED.
- Patients will have the convenience of only having to call one phone number for Charles Cole.

Proposed Future Central Scheduling System

